

**Program Description
and
Annual Performance Measures**

FY 2006-2007

Department

Labor & Economic Growth

Appropriation Unit

State Office of Administrative Hearings and Rules

Program

MISSION STATEMENT

The State Office of Administrative Hearings and Rules (SOAHR) provides a central forum for parties to mediate and administratively litigate contested cases under a variety of statutes. SOAHR is also responsible for the administrative rulemaking process for all state departments and agencies. To fulfill these twin missions, SOAHR employs administrative law judges, mediators, analysts, and support staff.

PROGRAM STATEMENT

SOAHR provides litigants with prompt and fair hearings in contested cases referred by:

1. Department of Labor and Economic Growth
2. Department of Human Services
3. Department of Community Health
4. Department of Corrections
5. Department of Education
6. Department of Environmental Quality
7. Department of Management and Budget
8. Department of Natural Resources
9. Department of Agriculture
10. Department of State Police
11. Department of Transportation
12. Department of Treasury
13. Department of History, Arts, and Libraries

In addition, SOAHR provides mediation services, through its Mediation Division, in disputes between parties referred primarily by the Department of Labor and Economic Growth's Bureau of Commercial Services and the Wage Hour Division.

FUND SOURCE

Federal Funds
State Restricted Funds
General Fund/General Purpose

GOALS

The overarching goal of SOAHR is to provide contested case proceedings and mediation services in the most timely, efficient, fair, and professional manner possible consistent with due process and within time parameters mandated by statute, rules, or internal guidelines.

ANNUAL PERFORMANCE BY REFERRING DEPARTMENT FOR FY 2005-2006

See Attached Tables 1 through 3.

CUSTOMER IDENTIFICATION

SOAHR's customers are the people and organizations who participate in hearings, mediations, and rulemaking. They include parties to disputes that come before SOAHR; agents, advocates and attorneys; witnesses; other state and federal personnel, and parties interested in rulemaking.

PROGRAM GOALS DURING REVIEW PERIOD


GOAL 1

Achieve timeliness and quality standards by closely monitoring timeliness of appeals being forwarded to SOAHR and by monitoring and adapting to changing caseloads. Achieving timeliness and quality standards aligns to the DLEG values of integrity, trust, and excellence.

Overall Goal Status: Green


Goal 1, Objective 1

- 1.1 SOAHR decisions issued in unemployment appeal cases will exceed the quality standard of 85% percent of the cases scoring at least 80% on the quarterly quality audit, will meet the timeliness standard of 60% of decisions issued within 30 days, and will meet the timeliness standard of 80% issued within 45.

<u>Highlight status</u>	<u>Strategy</u>
 Amber	<p>1.1</p> <p>Comment: SOAHR exceeded the federal quality standard of 85% during the review period. Over the four quarters of FY 2006-2007, 89% of cases scored, met or exceeded quality standards.</p> <p>The US Department of Labor imposes three separate timeliness standards in unemployment appeals cases. The newest, implemented during the current fiscal year, requires cases to meet an overall 30 day case aging standard. While we met those standards for the last several months of the fiscal year, because of difficulties with caseload, our overall average for the year was 39 days</p> <p>The remaining two deadlines require SOAHR to issue opinions within 30 and 45 days of the filing of an appeal. Given the current backlog in cases, it is not expected that SOAHR will meet standards until the next fiscal year. While SOAHR did not achieve timeliness during the review period, significant progress was made – improving from 5% adherence to the 30 day standard at the beginning of the year to 16% adherence in the last month of the year and 16% adherence to the 45 day standard at the beginning of the year to 57% adherence in the last month of the fiscal year.</p>


Goal 1, Objective 2

1.2 ALEs located in SOAHR's Lansing Capital offices will meet their varied timeliness standards in at least 90% of cases closed.

<u>Highlight status</u>	<u>Strategy</u>
 Green	<p>1.3</p> <p>Comment: For the FY 06 reporting period, the Capitol Complex group opened 4,230 cases. During the reporting period, the Capitol Complex group closed 3,418.</p> <p>The Capitol Complex group's timeliness percentage was 91%. This percentage did exceed the group's objective of 90%.</p>


Goal 1. Objective 3

1.3 The Mediation Division will provide resolution through mediation within 90 days of the conference held date. Of those accepting mediation, the Division will maintain a 60% success rate in Wage Hour Cases and a 60% success rate in cases referred by the Bureau of Commercial Services.

<u>Highlight status</u>	<u>Strategy</u>
 Green	1.4 Comment: Mediation resolved cases within 90 days of the conference held date 80% of the time. In addition, Mediation exceeded the 60% settlement rate in Wage Hour cases by successfully closing 61% of its cases. They exceeded the 60% success rate in cases referred by the Bureau of Commercial Services by closing 75% of these cases as agreements honored by the parties.

Objective 5

1.5 ALE's performing hearings for the Public Service commission should transmit electric and gas cases within 160 days after the initial hearing in 90% of cases. Transmittals in telecommunication cases should be completed within 100 days after the initial hearing in 90% of cases.

<u>Highlight status</u>	<u>Strategy</u>
 Green	1.5 Comment: Of the telecommunication cases closed during the reporting period, 6 exceeded the 100 day goal. In two of the cases the complexity of the issues required additional time to complete the hearing record, but the PFD was issued in 35 days or less; two of the cases were ultimately dismissed; and one was a rate-setting/comment only proceeding requiring no PFD. If these 6 cases are excluded from the timeliness computation, the compliance rate is 100%. Of the electric cases closed during the reporting period, 15 exceeded the 160 day goal. Eight of these cases resulted in either settlement or dismissal. In three of the cases the complexity of the issues required additional time to complete the hearing record, but the PFD was issued in 35 days or less. In one case the complexity of the subject matter (an industry review of utility pole attachment practices) required almost two years to complete the record. If these 12 cases are excluded from the timeliness

	<p>computation, the compliance rate is 96%.</p> <p>Of the gas cases closed during the reporting period, 12 exceeded the 160 day goal. Six cases resulted in a settlement and in one case, although the subject matter required additional time to complete the hearing record, the PFD was issued in 38 days. If these 7 cases are excluded from the timeliness computation, the compliance rate is 85%.</p> <p>Of the transportation cases closed during the reporting period none exceeded the 250 day goal. Accordingly the compliance rate is 100%.</p>
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GOAL 2

Improve services to client agencies by increasing training and redesigning databases. This goal will address the DLEG value of excellent customer service as well as inclusion.

Overall Goal Status: Amber


Goal 2, Objective 1

- 2.1** To increase understanding and efficiency of the rulemaking process, each department will be offered individual 3-hour training sessions for newly appointed Regulatory Affairs Officers and ancillary staff.

<p><u>Highlight status</u></p> <p> Green</p>	<p><u>Strategy</u></p> <p>2.1:</p> <p>Comment: All new Regulatory Affairs Officers attended three-hour training sessions.</p>
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Goal 2, Objective 2

2.2 SOAHR will continue to work with DIT to refine its new database system to upgrade its report capabilities. Those report capabilities should be developed and implemented by March 31, 2007.

<u>Highlight status</u>	<u>Strategy</u>
 Amber	2.2 Comment: All three major reports generated by the database have been completed. There are, however, modifications required in three sub-reports to fully implement the system. These modifications should be completed by December 31, 2007.


Goal 2, Objective 3

2.3 SOAHR will continue to work with DIT to migrate data currently placed in antiquated DHS database into ADMTS database.

<u>Highlight status</u>	<u>Strategy</u>
 Amber	2.3 Comment: AHCT to ADMTS migration is on schedule for the weekend of January 4-6, 2008. DIT has provided several full-time resources to this project, which has kept the entire process moving forward. Testing by SOAHR end users for both the ADMTS side and the AHCT side of the combined case management systems is in its final stages with no outstanding issues. On the above mentioned dates DIT-DLEG/Agency Services will take over maintenance of ADMTS from DIT-DCH/Agency Services. AHCT will also be moved from DIT-DHS servers to DIT-DLEG servers at this time as a safety precaution. SOAHR is satisfied with the process and confident in DIT's contingency plan to secure both archived and current data from AHCT and ADMTS.

Goal 2, Objective 4

2.4 SOAHR will work with the Governor's Cabinet and all departments to re-engineer its case management system to improve the quality and efficiency of services to others in the Executive Branch of government and the public.

<p><u>Highlight status</u></p> <p> Amber</p>	<p><u>Strategy</u></p> <p>2.4</p> <p>Comment: SOAHR met with facilitators over several months during 2007 on a proposal to accomplish this goal. SOAHR is now the first stage of implementing the process arrived at. The re-engineering sessions produced a large number of action items which were assigned to teams made up of SOAHR and client department personnel. While several individual action items either have been or will soon be completed, the entire process is projected to be finalized within the next 2 years.</p>
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GOAL 3


SOAHR will explore options to decrease its operational costs through identifying efficiencies in its various components. By reducing burdens on state taxpayers, this goal will address the DLEG values of excellence and customer satisfaction.

Overall Goal Status: Green

Goal 3, Objective 1


- 3.1** A comprehensive review of office locations will be completed with an assessment done of long and short term lease costs as well as ancillary expense obligations

<p><u>Highlight status</u></p>	<p><u>Strategy</u></p> <p>3.1</p>
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 Green	Comment: Comprehensive review of office locations was completed during the review period. As a result of that review, decisions were made to consolidate office space on West Saginaw in Lansing into the Ottawa Building in Lansing (saving approximately \$60,000 per year) and to proceed on the merger of the Troy and Livonia offices.
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Goal 3, Objective 2

3.2 The merger of two, outstate offices, currently located in Livonia and Troy, will be completed during the next fiscal year.

<u>Highlight status</u>  Amber	<u>Strategy</u> 3.2 Comment: Suitable space in Southfield was identified as the site for the consolidation of the Livonia and Troy offices. Moves were, however, placed on hold as a result of on-going state budget difficulties. We are currently working with DLEG to explore the Southfield location as well as other options for consolidated space.
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Goal 3, Objective 3

3.3 Hearing scheduling modalities in our DHS/DCH casetypes will be reviewed with the goal of reducing overall travel costs by 10%.

<u>Highlight status</u>  Green	<u>Strategy</u> 3.3 Comment: SOAHR made a concerted and systematic effort to review scheduling modalities in the review period. As a result of these efforts, SOAHR reduced travel costs in DHS by 29.4% and in DCH by 48.4% -- a significantly higher reduction that contained in this objective.
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GOAL 4

SOAHR will explore changes to promote efficient use of limited staff resources in the delivery of contested case services.

Overall Goal Status: Amber

Goal 4, Objective 1

4.1 A comprehensive review of scheduling modalities in the DHS case type area will be completed with the goal of increased judge specialization. By utilizing rotational assignments or alternative scheduling protocols, we will decrease rehearing and reconsideration requests by 20%.

Highlight status

 **Amber**

Strategy

3.3


Comment: SOAHR implemented a number of scheduling changes to increase the hearing capacity of our existing DHS staff as well as increase decision quality through specialization. When the DHS jurisdiction was transferred to SOAHR, the parameters for the 16 ALEs assigned created the capacity for scheduling 240 cases each week without regard to case type. Through a change instituted in the Spring 2007, that capacity was increased to roughly 360 cases per week – a 50% increase. At the same time, to improve quality, ALEs were aligned into two major rotational assignments: (1) Medicaid and (2) Benefits.

While precise data was not then recorded, in FY 2005-2006, SOAHR processed an estimated 430 rehearing and reconsideration requests with 21,276 overall case openings – a rate of 2.0%. In FY 2006-2007, SOAHR processed 470 rehearing and reconsideration requests with 25,669 case openings – a rate of 1.8%. While this results in a net 10% reduction, it is important to note that the new rotational assignment was only in place for part of the fiscal year.

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Goal 4, Objective 2

4.2 In our unemployment appeals casetype, we will increase our ability to automate opinion production by completing development and testing of a pilot project to systematically insert data into decision formats and automating required fields to generate completed decision templates.

<p><u>Highlight status</u></p> <p> Green</p>	<p><u>Strategy</u></p> <p>4.2</p> <p>Comment: The project of automation of the decision formats has been completed, piloted, and rolled out. Mainframe information is now automatically inserted and the remainder of the decision completion is automated through templates. All support staff are utilizing the new templates. All Administrative Law Judges have been trained on the templates, and some are also beginning to use the automated templates in their decision creation.</p>
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GOAL 5

SOAHR will actively seek out input and teamwork through increased visibility in SOAHR offices.

Overall Goal Status: Green

Goal 5, Objective 1


5.1 The SOAHR Executive Director or Deputy Director will visit one office at least once each month.

<u>Highlight status</u>  Green	<u>Strategy</u> 5.1 Comment: During the review period, either the Executive Director or the Deputy Director visited at least one, non-central office location each month.
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<u>GOAL 6</u> SOAHR will develop a program to systematically acknowledge significant milestones in the careers of team members and significant accomplishments they have achieved. <u>Overall Goal Status: Green</u>


Goal 6, Objective 1

6.1 SOAHR will provide recognition certificates to staff achieving specified levels of service and inform other team members of these accomplishments via email.

<u>Highlight status</u>  Green	<u>Strategy</u> 6.1 Comment: SOAHR is recognizing employees with a Service Recognition Award signed by Executive Director Plummer for each five-year milestone. At the end of the calendar year, all SOAHR staff will receive an e-mail recognizing each of those employees' accomplishments.
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Goal 6, Objective 2

6.2 SOAHR Managers will stress team and individual progress recognition through emails generated throughout their team and throughout SOAHR.

<u>Highlight status</u>	<u>Strategy</u>
 Green	5.1 Comment: Managers have systematically met this objective by acknowledging individual and team accomplishments.

CHALLENGES TO BE FACED IN THE NEXT REVIEW PERIOD

In the next review period, SOAHR will face several significant challenges that could impact its ability to efficiently and effectively meet its missions. These include:

- SOAHR is continuing to work to reduce and consolidate its myriad of case management databases to increase efficiency and commonality among its program areas. SOAHR's ability to meet this challenge is reliant upon DIT support and prioritization.
- SOAHR faces an ongoing challenge to meet the timeliness requirements in DHS case referrals. While staffing levels have remained essentially flat since DHS jurisdiction was transferred to SOAHR under Executive Order 2005-1, overall case intake has increased by 38%.
- SOAHR is engaged in a significant review of its operations as part of a Cabinet sponsored Process Reengineering Program. This process, which includes a review of significant sectors of SOAHR's operations will require significant staff resources in the coming year. The result, however, will strengthen SOAHR's ability to meet its critical adjudicative mission in a timely and effective manner.
- 35% of SOAHR's current staffing is eligible to retire. If a significant percentage of those eligible chose to retire, SOAHR would face a serious drain of institutional memory and experience in a time of rising caseloads.

State Office of Administrative Hearings and Rules
Fiscal Year 2006-2007
Case Opening Statistics - Table 1

Hearing Case Type	Area	1 st Quarter	2 nd Quarter	3 rd Quarter	4 th Quarter	Total
Agriculture	General	1	2	2	2	7
Community Health	Med Ben	497	422	507	565	1,976
	Health Policy	8	12	10	10	40
	BHS	38	44	30	31	143
	BHP	59	79	60	57	255
	MHC	1	6	1	1	9
	Med Prov	13	18	30	16	71
	Rehearing	10	17	9	5	42
	Other	12	3	31	11	55
	Total:	638	601	678	696	2,591
Corrections	Misconduct	17,802	18,752	17,866	17,900	72,320
	Parole Hearing	368	357	325	308	1,358
	Parole Arraign	725	661	525	628	2,539
	Other	125	125	125	125	500
	Total:	19,020	19,895	18,841	18,961	76,717
Education	Certification	3	1	3	1	8
	Tenure	16	9	17	17	59
	CACFP	2	2	0	1	5
	Prop Transfer	2	2	4	1	9
	Special Ed	17	22	32	14	85
	Total:	40	36	56	34	166
DEQ	LWM	33	35	27	31	126
Water	Water	5	3	2	3	13
	Air	0	0	0	0	0
	Oil & Gas	8	5	5	3	21
	RRD	0	0	0	2	2
	WHM	0	0	0	0	0
	Misc	2	2	1	0	5
	Total:	48	45	35	39	167

History, Arts, and Libraries	General	1	2	1	2	6
Human Services *	Adopt	4	2	2	6	18
	AMP	140	173	120	133	761
	CDC	241	236	186	309	1,314
	SER	259	286	201	224	1,336
	FAP	1,014	1,198	1,371	2,142	6,838
	SMP	0	2	0	1	4
	DSS	4	15	9	12	50
	FIP	467	506	390	496	2,709
	JET	n/a	23	137	265	460
	Med Elig	945	1,109	849	1,122	5,763
	Title IVE	41	33	29	29	205
	SSI	17	47	20	13	191
	Expungement	33	58	48	34	226
	SDA	89	106	89	85	491
	OCAL	14	20	28	23	85
	Med Disability	789	1,209	972	817	4,748
	Rehearing	122	106	134	108	470
	Total:	4,179	5,129	4,585	5,819	25,669
Labor & Economic Growth	UA	5,695	6,548	8,101	8,283	28,627
	TT	721	581	872	718	2,892
	LCC	117	107	174	113	511
	PSC	49	35	50	23	157
	BCS	105	126	158	123	514
	OFIS	21	16	23	10	70
	BCC	13	14	15	22	65
	MIOSHA	23	31	20	20	94
	MIOSHA Show Cause	7	10	11	9	37
	Wage Hour	20	31	36	12	99
	Wage Hour Show Cause	9	10	9	35	63
	CFB	0	4	4	1	9
	MERC	153	131	98	118	500

	BCE	0	0	0	1	1
	Total:	6,933	7,644	9,571	9,488	33,639
Management and Budget	General	8	5	8	26	47
Natural Resources	General	0	0	0	0	0
State	Driver Appeals	436	315	0	0	751
State Police	MCOLES	5	2	2	4	13
Transportation	General	3	19	13	18	54
Treasury	General	2	2	3	3	10
Total		31,314	33,697	33,795	35,092	139,837

Mediation Case Type	Area	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	Total
Labor & Economic Growth	BCS	87	75	73	70	305
	Wage Hour	91	104	76	84	355
Total		178	179	149	154	660

* Difference between sum of quarterly totals and actual total figure caused by changes in coding, elimination of double counts, and capture of letter/withdrawal information.

State Office of Administrative Hearings and Rules
Fiscal Year 2006-2007
Case Closure Statistics - Table 2

Case Type	Area	1 st Quarter	2 nd Quarter	3 rd Quarter	4 th Quarter	Total
Agriculture	General	1	1	1	2	5
Community Health	Med Ben	414	507	489	510	1,939
	Health Policy	7	8	10	9	34
	BHS	30	42	32	31	136
	BHP	56	77	65	73	268
	MHC	1	4	4	1	10
	Med Prov	18	15	15	14	65
	Rehearing	9	17	12	5	44
	Other	8	3	13	19	45
	Total:	543	673	640	662	2,541
Corrections	Misconduct	17,802	18,752	17,866	17,900	72,320
	Parole Hearing	368	357	325	308	1,358
	Parole Arraign	725	661	525	628	2,539
	Other	125	125	125	125	500
	Total:	19,020	19,895	18,841	18,961	76,717
Education	Certification	3	3	0	4	10
	Tenure	13	1	10	12	36
	CACFP	5	1	2	1	9
	Prop Transfer	3	2	1	5	11
	Special Ed	26	21	34	17	98
	Total:	50	28	47	39	164
Environmental Quality	LWM	23	31	23	35	112
	Water	7	3	2	5	17
	Air	1	0	0	0	1
	Oil & Gas	1	22	5	3	31
	RRD	0	0	0	2	2
	WHM	0	0	0	0	0
	Misc.	2	3	2	0	7

	Total:	34	59	32	45	170
History, Arts, and Libraries	General	3	2	1	5	11
Human Services *	Adopt	4	2	0	2	8
	AMP	131	252	182	145	814
	CDC	237	374	246	297	1,337
	SER	294	466	247	238	1,427
	FAP	860	1,707	1,260	2,018	6,689
	SMP	1	0	1	2	4
	DSS	8	17	11	12	54
	FIP	440	738	505	512	2,800
	JET	0	16	88	204	315
	Medicaid Elig	862	1,116	1,101	1,298	5,523
	Title IVE	29	65	38	36	211
	SSI	31	76	45	28	196
	Expungement	45	36	28	23	145
	SDA	86	99	100	106	454
	OCAL	15	10	24	27	78
	Medicaid Disab	906	934	937	1,169	3,803
	Rehearing	89	76	149	86	400
	Total:	4,038	5,984	4,962	6,203	24,258
Labor & Economic Growth	UA	6,424	6,873	8,122	8,282	29,701
	TT	515	381	669	555	2,120
	LCC	154	118	165	107	544
	PSC	37	44	49	30	160
	BCS	90	94	135	98	428
	OFIS	19	20	22	13	74
	BCC	16	13	16	17	62
	MIOSHA	25	24	29	21	102
	MIOSHA Show Cause	7	9	10	10	36
	Wage Hour	64	18	36	30	164
	Wage Hour Show Cause	10	8	12	25	57
	CFB	1	1	3	4	9

	MERC	145	87	123	116	471
	BCE	0	1	0	0	1
	Total:	7,507	7,690	9,391	9,308	33,929
DMB	General	5	4	5	6	20
DNR	General	1	0	1	0	2
State	Drivers Appeals	436	315	0	0	751
State Police	MCOLES	5	3	3	1	12
Transportation	General	6	19	10	13	47
Treasury	General	3	1	3	2	9
Total		31,652	34,674	33,937	35,247	138,636

Mediation Case Type	Area	1 st Quarter	2 nd Quarter	3 rd Quarter	4 th Quarter	Total
Labor & Economic Growth	BCS	101	56	84	81	322
	Wage Hour	77	103	80	65	325
Total		178	159	164	146	647

* Difference between sum of quarterly totals and actual total figure caused by changes in coding, elimination of double counts, and capture of letter/withdrawal information.

State Office of Administrative Hearings and Rules
Fiscal Year 2006-2007
Hearing Statistics - Table 3

Hearing Case Type	Area	1 st Schd	1 st Held	2 nd Schd	2 nd Held	3 rd Schd	3 rd Held	4 th Schd	4 th Held	Total Schd	Total Held
Agriculture	General	3	2	2	1	2	2	8	2	17	8
Community Health	Med Ben	394	133	575	183	499	194	541	200	2,009	717
	Health Policy	14	6	11	6	17	7	13	11	55	30
	BHS	48	18	56	21	50	15	50	25	204	85
	BHP	172	52	206	64	142	61	173	65	693	242
	MHC	1	1	4	3	6	2	1	1	12	6
	Med Prov	27	4	81	17	68	17	44	6	220	37
	Rehearing	10	8	17	17	9	9	5	4	41	41
	Other	29	7	4	2	45	32	20	10	98	53
	Total:	695	229	954	313	836	337	847	321	3,332	1,211
Corrections	Misconduct	17,802	17,802	18,752	18,752	17,866	17,866	17,900	17,900	72,320	72,320
	Parole Hear	368	368	357	357	325	325	308	308	1,358	1,358
	Parole Arraign	725	725	661	661	525	525	628	628	2,539	2,539
	Other	125	125	125	125	125	125	125	125	500	500
	Total	19,020	19,020	19,895	19,895	18,841	18,841	18,961	18,961	76,717	76,717
Education	Certification	3	1	1	1	3	2	4	3	11	7
	Tenure	8	11	17	22	20	12	18	10	63	55
	CACFP	3	1	1	1	1	1	1	1	6	4
	Prop Trans	1	2	4	2	3	3	2	2	10	9
	Spec Ed	12	6	11	11	26	1	6	0	55	18
	Total:	27	21	34	37	53	19	31	16	145	93
DEQ	LWM	10	2	11	3	17	3	15	5	53	13
	Water	2	0	2	2	2	0	2	0	8	2
	Air	0	0	0	0	0	0	0	0	0	0
	Oil & Gas	8	5	8	7	9	8	4	3	29	23
	RRD	0	0	0	0	0	0	0	0	0	0
	WHM	0	0	0	0	0	0	0	0	0	0
	Misc.	1	0	2	2	0	0	0	0	3	2
	Total:	21	7	23	14	28	11	21	8	93	40

History, Arts, and Libraries	General	4	4	5	2	6	2	4	3	19	11
Human Services *	Adopt	4	2	3	2	0	0	2	3	9	6
	AMP	78	18	234	51	97	24	47	19	449	112
	CDC	166	37	327	94	174	53	95	34	742	217
	SER	230	32	428	53	198	47	124	28	965	159
	FAP	445	113	1,338	259	949	268	1,186	368	3,841	1,004
	SMP	1	0	1	1	0	0	1	1	3	2
	DSS	9	2	12	3	12	2	4	0	35	7
	FIP	276	69	640	155	323	85	151	49	1,350	351
	JET	0	0	15	7	88	31	204	87	309	130
	Med Elig	458	160	763	228	718	222	664	217	2,533	822
	Title IVE	26	15	23	7	13	8	8	4	57	30
	SSI	28	8	64	9	37	8	23	6	149	31
	Expungement	30	24	31	26	4	3	25	20	87	73
	SDA	65	32	78	27	81	33	77	28	292	119
	OCAL	37	13	50	20	61	26	56	16	204	75
	Med Dis	941	638	817	610	1147	807	959	651	3,674	2,713
	Rehearing	N/A	122	106	106	134	134	108	108	470	470
	Total:	2,798	1,285	4,930	1,658	4,097	1,777	3,734	1,639	15,167	6,321
DLEG	UA	6,424	6,424	6,873	6,873	8,281	7,227	8,282	8,282	29,860	28,806
	TT	515	515	581	408	669	669	555	555	2,320	2,147
	LCC	154	154	107	107	174	174	113	113	548	548
	PSC	149	80	126	59	131	64	100	46	506	249
	BCS	163	95	216	113	208	115	225	78	803	437
	OFIS	44	24	40	15	49	17	47	14	182	71
	BCC	15	15	11	11	18	15	23	17	67	58
	MIOSHA	48	16	66	19	60	12	47	14	211	56
	Wage Hour	68	26	38	27	51	38	51	38	208	132
	CFB	2	0	9	6	4	2	5	3	20	11
	MERC	162	38	149	29	140	22	147	17	598	106
	BCE	0	0	0	0	0	0	0	0	0	0
	Total	7,744	7,387	8,216	7,667	9,781	8,353	9,595	9,177	35,323	32,621
DMB	General	?	7	?	5	?	8	?	10	?	30
DNR	General	0	0	0	0	0	0	1	1	1	1
State	Drivers	436	436	315	315	0	0	0	0	751	751

	Appeals										
State Police	MCOLES	7	6	5	3	3	2	1	1	16	12
Transport	General	10	4	19	9	16	0	24	4	70	20
Treasury	General	2	0	3	2	3	1	5	1	13	4
Total		30,879	28,398	34,490	30,004	33,759	29,448	33,232	30,144	131,666	117,840

Mediation Case Type	Area	1st Schd	1st Held	2nd Schd	2nd Held	3rd Schd	3rd Held	4th Schd	4th Held	Total Schd	Total Held
Labor & Economic Growth	BCS	121	67	135	53	112	54	124	52	492	226
	Wage Hour	103	73	132	85	122	73	115	61	472	292
Total:		224	140	267	138	234	127	239	113	964	518

* Difference between sum of quarterly totals and actual total figure caused by changes in coding, elimination of double counts, and capture of letter/withdrawal information.